

## DESIGNER/PROJECT MANAGER

### POSITION OVERVIEW

The position is responsible for meeting with customers, decorators, and contractors to help design custom cabinets and countertops to meet all their needs of form and function. As a Designer, you will manage the project from start to finish including: showroom consultations, on-site measures, estimating, CAD layout and design, working with the drafting team to create accurate drawings, ordering materials, and follow project through production to installation. Travel in a company supplied vehicle to job sites to meet contractors and/or homeowners is required. The Designer uses a computer for project design and for the tracking of a variety of job functions. Attention to detail, precise measurements, and ordering accuracy for an assortment of products used on the project is required.

### PHYSICAL ENVIRONMENT

The Designer works in an office environment using CAD software to design the highest quality cabinets that adds recognized value for our customers. The Designer is expected to exhibit a professional appearance and communication style. Our designers are supplied with up-to-date computers and software. Designer offices are positioned between the showroom and Drafting offices to allow for maximum collaboration with customers, sales and Drafters.

### PHYSICAL DEMANDS

The job requires the ability to work a minimum 40-hour week with occasional OT as required. The Designer must be able to concentrate for extended periods of time paying close attention to detail. The Designer's work does not require much physical movement. While performing the duties of this job, the employee is regularly required to sit in front of a computer, make trips to job sites to measure and layout projects for sub-contractors, and correspond with the mill and installation team to ensure projects are run smoothly.

### ESSENTIAL JOB FUNCTIONS

- Produce highest quality/accurate and detailed layouts from blueprints utilizing CAD design software
- Provide design recommendations to customers based upon product knowledge and best practices
- Respond to customer inquiries regarding design layout
- Troubleshoot blueprints for inconsistencies compared to specifications and/or field conditions
- Organize and communicate design projects to homeowners, contractors, and decorators
- Provide material take off to purchasing agent with special attention to unique materials for a project
- Maintain standard work procedures for customer account management
- Troubleshoot designs on paper and on job sites and provide resolution to the situation
- Understand customer requirements and analyze requests for potential obstacles before implementing systematic changes
- Research and answer installation questions from installers
- Provide back-up support to other members of the team
- Other duties may be assigned at manager's discretion

### SKILLS/EDUCATION REQUIRED

- Personable, positive and motivated; Demonstrate enthusiasm and must display a good sales ability, solve problems for the customer, and deliver what they are looking for in an accurate and timely manner. Candidate must be able to run projects efficiently, all while creating an enjoyable experience for everyone involved. 90% of our projects come from referrals of satisfied customers
- Reliable, hardworking, and trustworthy; A team player with drive to succeed
- Ability to train, teach and work well with others
- Demonstrate ability to meet deadlines and effectively organize and prioritize multiple tasks at once
- Ability to define problems, collect data, establish facts and propose creative solutions
- Strong attention to detail and accuracy in work produced while focusing on quality and efficiency
- Must be able to follow directions and identify the various processes documented for the department
- Candidate must be able to read a tape measure and calculate numbers
- Dedicated to continuous improvement
- Self-directed and flexible with the ability to work with minimal direction within the job scope; Ability to handle multiple tasks and function in a team-oriented fast-paced environment
- Must be able to adapt to continual change and competing priorities
- Ability to follow existing guidelines and improve established procedures

### REQUIRED CORE VALUES

- **Quality** – Design, Workmanship and Service; **Teamwork**; **Respect of Others** - Co-workers, customers, contractors, and community; **Highest Integrity**

**REQUIRED EDUCATION/TRAINING**

- Minimum of two years Associate's Degree

**EXPERIENCE/TRAINING**

- 1-year design/CAD experience preferred
- FCI is willing to provide additional training under certain circumstances

**OTHER SKILLS**

- Knowledge using CAD or other design software expected
- Excellent verbal and written communication skills
- Good mathematical skills related to angles, dimensions, fractions and decimals

**OTHER REQUIREMENTS**

- Able to pass a drug test/background check